

# Position Description



<b>Title</b>	<b>Home Support Officer - Administration</b>
<b>Business Unit</b>	In Home Support Services – Nursing and Allied Health Team - Eastern Victoria – Uniting
<b>Location</b>	Axxess Corporate Park - Level 1, 321 Ferntree Gully Road, Mt Waverley , Vic, 3149
<b>Employment type</b>	Permanent Ongoing Full-Time: 76 Hours per fortnight
<b>Reports to</b>	Team Leader - In Home Support Services – Nursing and Allied Health Team

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The purpose of the Home Support Officer role is to:

- Triage client requests for support received through various platforms
- Assist with client enquiries and requests to determine program eligibility
- Provide administration support to the team and ensure all client files are up to date
- Provide a professional and responsive service to prospective, current and exited clients. Providing guidance and support to those clients seeking Allied Health and Home Support Services including: Nursing and Allied Health, Personal care, Domestic assistance, Home maintenance, Home modifications and other programs.

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### 3. Scope

**Budget:** NIL

**People:** NIL

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### 4. Relationships

#### Internal:

- Uniting Operational Divisions/ Staff
- Senior Manager Nursing and Allied Health
- Team Leader – In Home Support Services
- Allied Health Team
- Customer Service Team
- People and Culture
- Uniting ICT

#### External:

- Uniting clients - Incoming callers (people who are older, have a disability, carers, prospective clients)
  - Service Providers/Contractors
  - Allied Health Professionals
  - My Aged Care, Aged Care Assessment Services and Regional Assessment Services
  - Other Stakeholders
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### 5. Key responsibility areas

#### Service Delivery

- Triage requests for support received through the My Aged Care portal and emailed requests, including follow up with referrers and other stakeholders.
- Answer and respond to client enquiries regarding our programs under our In Home Supports and Allied Health and Nursing programs.
- Assist with arranging, confirming, changing and cancelling client services and the required follow-up administrative work.
- Help the team with invoice processing and scheduling of services and related tasks.
- Make follow up calls to clients to discuss support outcomes
- Assist with other administrative/ operational tasks as required.
- Deliver high quality service and positive outcomes for clients and stakeholders.
- Information provision to clients, callers and referral to relevant services if required.
- Provide a responsive service; coordinate service in line with care plans, funding and organisational guidelines.
- Promote and inform the wider community about the services provided by Uniting.
- Demonstrate Uniting's culture and values in work practice and in interpersonal relationships.

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- Demonstrate compliance with funding and organisational requirements (Program Guidelines and Uniting Policies, Procedures, and Protocols).
- Teamwork**
- Promote and maintain a positive and collaborative team environment.
  - Develop and maintain strong working relationships with clients, volunteers, staff and key stakeholders with a focus on integrity, respect and accountability.
- Reporting**
- Provide information on referrals and services for Home Support Services
  - Provide any other data relating to services as per managers request.
- Personal Accountability**
- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management.
  - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.
  - Display exceptional communication skills with your colleagues, clients and other Uniting Stakeholders.

### 6. Performance indicators

- Service and work standards are always met, as evidenced by Supervision Notes, Annual Performance Review’s and File Audit’s.
- Referrals are triaged and processed within agreed service level agreements.
- Data entry work is completed by reporting due dates.
- Invoices and services are scheduled and processed within agreed time frames.
- Calls and work resulting from calls are actioned in agreed time frames.

### 7. Person specification

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### Qualifications

#### Essential:

- Relevant Certificate IV qualification (Administration, Community Services, Aged Care, Disability, Allied Health) and / or demonstrated equivalent expertise and work experience to undertake the activities required e.g. Allied Health Assistant
- Current Victorian Driver's License.

### Experience

- A minimum two years' experience in an administration or customer facing and/or telephone enquiries role from a diverse client and stakeholder base.
- Excellent organisational skills and ability to prioritise

### Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Problem solving/ solutions focused - seeks all relevant facts and liaises with stakeholders. Analyses issues from different perspectives and draws sound inferences from available data. Identifies and proposes workable solutions.
- Intermediate to advanced computer skills – Experience with a wide range of software including Microsoft Office suite programs: Word, Excel and Powerpoint.
- Confidence and experience using Client Relationship Management (CRM) systems.
- Sound interpersonal and negotiation skills, including well-developed written and oral communication skills.

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## 8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 9. Acknowledgement

**I have read, understood and accepted the above Position Description**

### Employee

### Manager

Name:

Signature:

Date:

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